STATE OF CALIFORNIA
Governor
Edmund G. Brown, Jr.

CALIFORNIA TECHNOLOGY
AGENCY
Secretary
Carlos Ramos

California
TECHNOLOGY AGENCY

JOB OPPORTUNITY

CALIFORNIA TECHNOLOGY AGENCY
**Windows Services Planning & Resources/Windows Services/ Engineering
System Software Specialist II (Technical) $5561 - $7097***
May consider System Software Specialist I (Technical) $5064 - $6465*

When applying for a Job Opening, you must be sure to submit one **state application per RPA #.** You **must** indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.

The California Technology Agency has an opening for a permanent, full-time System Software Specialist (SSS) II Technical position within the Engineering Division, in the Windows Services Branch. The System Software Specialist II (Technical) will work closely with customers and other OTech service units in the analysis of business/technical requirements, product specifications, and network design necessary to develop and implement Windows servers, components, and functions. This will include the more complex server installation and configurations, tuning, troubleshooting and problem resolution. Location of this position is Rancho Cordova, Free Parking.

Essential Functions:
- Provide the more complex project planning, scheduling, and coordination for the implementation of Windows servers and related software components.
- Install, configure, and test Windows server products following documented standards and procedures.
- Work with customers and vendors to assist OTech in identifying and designing more complex server requirements and how they align to published service offerings.
- Participate in meetings and conference calls with customers, vendors, and OTech service teams to define, design and implement new Windows server environments.
- Work cooperatively and in collaboration with internal OTech service teams to request and implement services related to customer projects including: storage, backup, network/firewall, database, web, and virtualization services.
- Work with the OTech Security Management team to ensure project adherence OTech's published network architecture security guidelines, and to ensure server builds adhere to OTech's security policies.
- Execute the more complex project tasks and assignments according to project plans and/or work breakdown structures provided by the OTech Project Management Office.
- Participate in software upgrades and patch activities.
- Assist the Windows Operations and Windows Architecture units in the diagnostics and troubleshooting of the more complex Windows server related problems.
- Respond to and assist in the resolution of production incidents in an expedient manner, while informing management of problems and actions taken.
- Participate in the evaluation of new products, services, and solutions to define new business opportunities for the Windows Hosting section.

Work Environment Requirements:
- Periodic weekend and off shift work will be required.
- Incumbent may be expected to carry a pager or cell phone.
- Occasional travel is required to perform assigned duties, attend training, and provide customer support.

Desirable Qualifications:
- Expert level of skill and knowledge of current Windows Server Operating Systems and Windows Server services.
- Experience in the integration, performance tuning and problem resolution of Windows Server platforms within a data center and/or multi-tenant environment.
- Ability to utilize project management methodologies (PMBOK) to create project plans, develop work breakdown structures, manage deliverables, and communicate with project stakeholders.
- Ability to multi-task, leading and/or participating on numerous projects simultaneously.
- Must maintain regular, consistent and predictable attendance, and have the ability to consistently exercise good judgment.
- Must possess ability to communicate effectively, both orally and in writing with upper management, subordinates, peers and customers.

*The salary for the above classification may be adjusted to reflect the appropriate pay reduction based on the Bargaining Unit agreement.

Applications will be accepted only from individuals currently at the **System Software Specialist II/System Software Specialist I (Tech)** *level, or applicants who have transfer or list eligibility. Training and Development Assignments may be considered. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions.* **Final File Date: Until Filled** *Interested applicants must submit a State application to:*

CALIFORNIA TECHNOLOGY AGENCY
P. O. Box 1810 – HR Attn: DeeDee/ RPA # 12-317
Rancho Cordova, CA 95741-1810
Inquiries: Laura Margowski / 916-228-6564